

Technology Services Incidents Report

1/1/2010 to 1/31/2010 as of 2/1/2010

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - FCR Met	
				Low	Total
Capitol Desktop Support	Network	Virus	Novell Client for 32-bit	10	10
			Total	10	10
		Total		10	10
	PC/Laptop	Virus	None	10	10
			Total	10	10
		Total		10	10
	Total			20	20
Capitol Hosting	Network	Error	None	10	10
			Total	10	10
	Total		10	10	

				Low	Total
Capitol Hosting	Total			1 0	1 0
Help Desk	Application	Error	PGP	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Network	Virus	Novell Client for 32-bit	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			2 0	2 0
Rural Central Desktop Support	Network	Performance	None	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Total				6 0	6 0

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Capitol Desktop Support	Network	Virus	Novell Client for 32-bit	1	1
				0	0
		Total		1	1
			0	0	
	Total		1	1	
			0	0	
	PC/Laptop	Virus	None	1	1
				1	1
		Total		1	1
			1	1	
Total		1	1		
		1	1		
Total				2	2
			1	1	
Capitol Hosting	Network	Error	None	1	1
				0	0
		Total		1	1
			0	0	
	Total		1	1	
			0	0	
Total				1	1
			0	0	
Help Desk	Application	Error	PGP	1	1
				0	0

				Low	Total
Help Desk	Application	Error	Total	1 0	1 0
		Total		1 0	1 0
	Network	Virus	Novell Client for 32-bit	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			2 1	2 1
	Rural Central Desktop Support	Network	Performance	None	1 0
Total				1 0	1 0
Total			1 0	1 0	
Total			1 0	1 0	
Total				6 2	6 2

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents	
				Bottom Number -Average time in hours	
				Low	Total
Capitol Desktop Support	Network	Virus	Novell Client for 32-bit	1 0.25	1 0.25
			Total	1 0.25	1 0.25
		Total		1 0.25	1 0.25
	PC/Laptop	Virus	None	1 1.03	1 1.03
			Total	1 1.03	1 1.03
		Total		1 1.03	1 1.03
	Total			2 0.64	2 0.64
Capitol Hosting	Network	Error	None	1 0.20	1 0.20
			Total	1 0.20	1 0.20
		Total		1 0.20	1 0.20
	Total			1 0.20	1 0.20
Help Desk	Application	Error	PGP	1 0.33	1 0.33
			Total	1 0.33	1 0.33

				Low	Total
Help Desk	Application	Total		1 0.33	1 0.33
	Network	Virus	Novell Client for 32-bit	1 1.33	1 1.33
			Total	1 1.33	1 1.33
		Total		1 1.33	1 1.33
	Total			2 0.83	2 0.83
Rural Central Desktop Support	Network	Performance	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Total				6 0.57	6 0.57

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution		
				Low	Total	
Capitol Desktop Support	Network	Virus	Novell Client for 32-bit	1 1	1 1	
			Total	1 1	1 1	
			Total		1 1	1 1
		PC/Laptop	Virus	None	1 1	1 1
				Total	1 1	1 1
			Total		1 1	1 1
	Total			2 2	2 2	
	Capitol Hosting	Network	Error	None	1 0	1 0
				Total	1 0	1 0
			Total		1 0	1 0
Total			1 0	1 0		
Help Desk		Application	Error	PGP	1 0	1 0
				Total	1 0	1 0

				Low	Total
Help Desk	Application	Total		1 0	1 0
	Network	Virus	Novell Client for 32-bit	1 0	1 0
			Total	1 0	1 0
		Total	Total		1 0
	Total	Total			2 0
Rural Central Desktop Support	Network	Performance	None	1 0	1 0
			Total	1 0	1 0
		Total	Total		1 0
	Total	Total			1 0
Total				6 2	6 2

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Capitol Desktop Support	Network	Virus	Novell Client for 32-bit	1 3.87	1 3.87
			Total	1 3.87	1 3.87
		Total		1 3.87	1 3.87
	PC/Laptop	Virus	None	1 9.37	1 9.37
			Total	1 9.37	1 9.37
		Total		1 9.37	1 9.37
	Total			2 6.62	2 6.62
Capitol Hosting	Network	Error	None	1 2.53	1 2.53
			Total	1 2.53	1 2.53
		Total		1 2.53	1 2.53
	Total			1 2.53	1 2.53
Help Desk	Application	Error	PGP	1 0.48	1 0.48

				Low	Total
Help Desk	Application	Error	Total	1 0.48	1 0.48
		Total		1 0.48	1 0.48
	Network	Virus	Novell Client for 32-bit	1 1.33	1 1.33
			Total	1 1.33	1 1.33
		Total		1 1.33	1 1.33
	Total			2 0.91	2 0.91
Rural Central Desktop Support	Network	Performance	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			1 0.00	1 0.00
Total				6 3.20	6 3.20

INC000000061965	Application	Error	PGP	TIR Missed: No	TIR: 0.66
Help Desk	AGRC	Low	Closed	TTR Missed: No	TTR: 0.97
INC000000062953	Network	Performance	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	AGRC	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000067976	Network	Error	None	TIR Missed: No	TIR: 0.39
Capitol Hosting	AGRC	Low	Resolved	TTR Missed: No	TTR: 5.07
INC000000071182	Network	Virus	Novell Client for 32-bit Wi	TIR Missed: Yes	TIR: 2.66
Help Desk	AGRC	Low	Resolved	TTR Missed: No	TTR: 2.66
INC000000071245	Network	Virus	Novell Client for 32-bit Wi	TIR Missed: No	TIR: 0.50
Capitol Desktop Support	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 7.73
INC000000068039	PC/Laptop	Virus	None	TIR Missed: Yes	TIR: 2.05
Capitol Desktop Support	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 18.74